

June 2011

Highlights

Internal Audit Report to the
Board of Supervisors

Why We Did This Review

Citizen's desire for government to be more transparent and accountable has grown. Managing for Results (MFR) represents Maricopa County's commitment to transparency and accountability. This year, we examined measures for the following agencies:

- Human Services
- Justice Courts
- Library District
- Office of Enterprise Technology
- Office of Mgmt and Budget
- Stadium District
- Workforce Mgmt and Development

We appreciate the excellent cooperation received from agency leadership and staff.

What We Recommended

Agencies should:

- Develop written procedures for collecting, calculating, and reporting performance measures
- Retain supporting documentation

Agency management concurred with the recommendations.



For more information, please contact
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Performance Measure Certification

Only 38% of Measures Reviewed Were Certified

What We Found

We reviewed 40 Managing for Results (MFR) performance measures for Fiscal Year (FY) 2009 and 2010 from seven County agencies. A summary chart of the certification results is presented below.

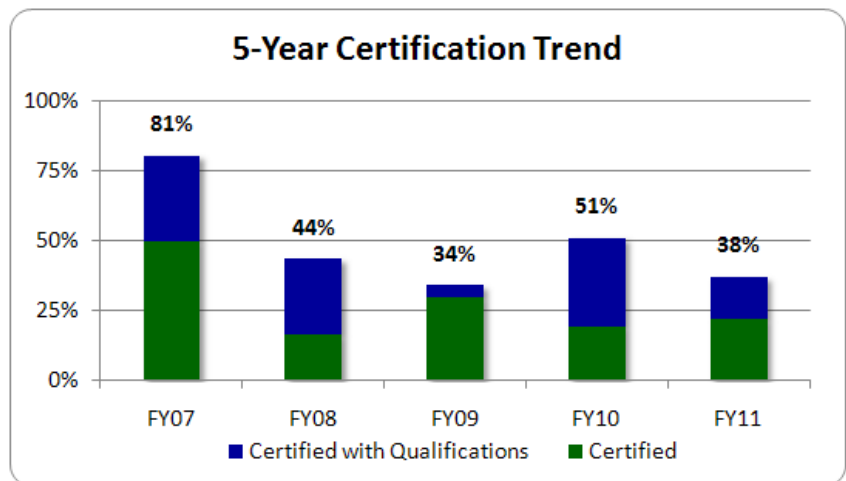


Source: Audit Analysis of Agency PMC Results

The primary reasons measures were not certified was the lack of supporting documentation and inadequate procedures for collecting, measuring, and reporting performance.

Trending

The number of measures receiving a certified or certified with qualifications rating decreased to 38% in FY 2011.



We conducted this audit in accordance with generally accepted government auditing standards.

"Do the Right Things Right!"

Maricopa County Internal Audit Department